

Annex 2: City Development and Transport

SP Holder	City Development, Transport Planning, Highways & Street Operations, Engineering Consultancy, Network Management, Capital Programme Manager											EMAP	City Strategy							
Customer based improvement																				
PI code and description	Previous Outturns		2006/07		Frequency	Q1			Q2			Q3			Q4			Future Targets		
	04/05	05/06	Target	Actual		A	M	J	J	A	S	O	N	D	J	F	M	07/08	08/09	
C1: (G13) % of pre-works letters received 1 week or more prior to commencement	93%	96%	94%	92.96% (66/71)	Quarterly	100%			90%			100%			77%			94%	94%	
Comments (please date and initial comments)																		Current	✘	
C2: (COLI 33) % of streetlamps not working as planned (excluding vandalism)	New PI	New PI	0.80%	0.90%	Quarterly	0.85%			1.07%			1.43%			1.42%			0.65%	0.60%	
Comments (please date and initial comments)																		Current	✘	
(SEE COLI 33) % of streetlamps not working as planned (including vandalism)	0.77%	0.78%	0.90%	0.96%	Quarterly	0.91%			1.15%			1.53%			1.48%			0.65%	0.60%	
Comments (please date and initial comments)																		Current	✘	
C1: BV 104: % of respondents satisfied with local bus services	67.00%	74.00%	72.00%	71.00%	Annual	71%													74%	76%
Comments (please date and initial comments)																		Current	✘	
Correspondance replied to within 10 days	New PI	98% (1439/1473)	95%	96.05% (1193/1242)	letters replied <10 letters received	89	116	94	100	109	132	120	77	64	108	81	103	95%	95%	
						105	117	96	102	111	135	128	82	66	112	83	105			
Comments (please date and initial comments)																		Current	✓	
% of Telephone calls are answered within customer first standards	New PI	New PI	95%	94.26% (67392/71498)	Calls <20sec	14686			15657			16113			20936			95%	95%	
					Calls received	15639			16875			17151			21833					
Comments (please date and initial comments)																		Current	✘	
Process based improvement																				
PI code and description	Previous Outturns		2006/07		Frequency	Q1			Q2			Q3			Q4			Future Targets		
	04/05	05/06	Target	Actual		A	M	J	J	A	S	O	N	D	J	F	M	07/08	08/09	
P4: (BVPI215a) The average time taken to repair a street lighting fault, where the response time is under the control of the local authority	New PI	1.06 days	2 days	2.13 days	Monthly	0.35 days	0.36 days	0.97 days	1 day	1 day	0.18 days	0.5 days	1.37 days	3.82 days	5.34 days	8.06 days	4.25 days	1.8 days	1.6 days	
Comments (please date and initial comments)																		Current	✘	
P5: (BVPI215b) - The average time taken to repair a street lighting fault, where the response time is under the control of a DNO	New PI	18.9 days	33 working days	13.47 days	Quarterly	3.05 days			8.98 days			16.33 days			8.2 days			30 working days	28 working days	
Comments (please date and initial comments)																		Current	✓	
Finance based improvement																				
PI code and description	Previous Outturns		2006/07		Frequency	Q1			Q2			Q3			Q4			Future Targets		
	04/05	05/06	Target	Actual		A	M	J	J	A	S	O	N	D	J	F	M	07/08	08/09	
Comments (please date and initial comments)																		Current	N/A	

PI code and description	Previous Outturns		2006/07		Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	Target	Actual		A	M	J	J	A	S	O	N	D	J	F	M	07/08	08/09
Staff based improvement																			
PI code and description	Previous Outturns		2006/07		Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	Target	Actual		A	M	J	J	A	S	O	N	D	J	F	M	07/08	08/09
S2: Number of staff days lost to sickness (and stress)	-	13.06 days	9 days (service target)	12.44 days	Quarterly	2.6 days			2.57 days			3.07 days			5.75 days			8 days (service target)	7 days (service target)
Comments (please date and initial comments)																	Current	✘	
Days lost for stress related illness as a % of sickness days taken	-		Not target based	6.71%	Quarterly	1.03%			2.11%			7.99%			8.94%			Not target based	Not target based
Comments (please date and initial comments)																	Current	N/A	
Indicators not on the Service Plan																			
PI code and description	Previous Outturns		2006/07		Frequency	Q1			Q2			Q3			Q4			Future Targets	
	04/05	05/06	Target	Actual		A	M	J	J	A	S	O	N	D	J	F	M	07/08	08/09
BVPI 165 - Percentage of pedestrian crossings with facilities for disabled people	99% [Top]	100%	100%	67%	Quarterly	100.00%			100%			100%			67%			100%	100%
Comments (please date and initial comments)																	Current	✘	
BVPI106 - The percentage of new homes built on previously developed land	98% [Top]	96.39%	65.00%	94.63% (828/ 875)	Quarterly	98.8% (320/324)			84.2% (139/165)			95.8% (68/71)			95.6% (301/315)			65%	65%
Comments (please date and initial comments)																	Current	✓	
BVPI 102 - Local bus services (passenger journeys per year)	15 million [Top]	14.9 million	15.4m	15.1m	Annual	15,144,371												15.9m	16.43m
Comments (please date and initial comments)																	Current	✘	
BVPI 178 - % of total length of footpaths & other rights of way easy to use by the public (e.g. signposted where they leave the road)	61.1% [Bottom]	68.3%	69.0%	77.3%	Annual	77.25%												71.0%	73.0%
Comments (please date and initial comments)																	Current	✓	
LTP A3(i) - Park & Ride usage - total passengers	2,349,058	2,684,156	2.8m	3.14m	Annual	3,139,467												2.9m	3m
Comments (please date and initial comments)																	Current	✓	